

JUN 1 5 2005

AMENDMENT TRANSMITTAL LETTER (Large Entity)

Applicant(s): ROSE, et al.

Docket No.

1732 (42059-01170)

Application No.

09/923,984

Filing Date

8/07/2001

Examiner

Le, Karen L.

Customer No.

25231

Group Art Unit

2642

Confirmation No.

3566

METHOD AND SYSTEM FOR CALL QUEUING AND CUSTOMER APPLICATION INTERACTION

COMMISSIONER FOR PATENTS:

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated and is transmitted as shown below.

CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	11 -	20 =	0	x \$50.00	\$0.00
INDEP. CLAIMS	2 -	3 =	0	x \$200.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00

- ☒ No additional fee is required for amendment.
- ☐ Please charge Deposit Account No. _____ in the amount of _____
- ☐ A check in the amount of _____ to cover the filing fee is enclosed.
- ☒ The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 50-1419
- ☒ Any additional filing fees required under 37 C.F.R. 1.16.
- ☐ Any patent application processing fees under 37 CFR 1.17.
- ☐ Payment by credit card. Form PTO-2038.

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

Signature

Robert G. Crouch
 Registration No. 34, 806
 MARSH FISCHMANN & BREYFOGLE
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Dated: June 13, 2005

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on

June 13, 2005

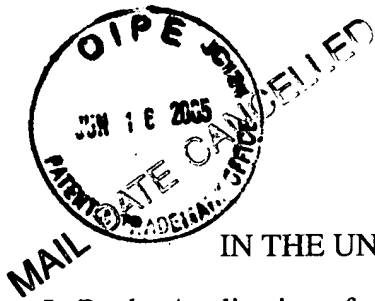
(Date)

Signature of Person Mailing Correspondence

Maureen Sileo

Typed or Printed Name of Person Mailing Correspondence

CC:



PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

RUPE et al.

Serial No.: 09/923,984

Filed: August 7, 2001

Atty. File No.: 1732 (42059-01170)

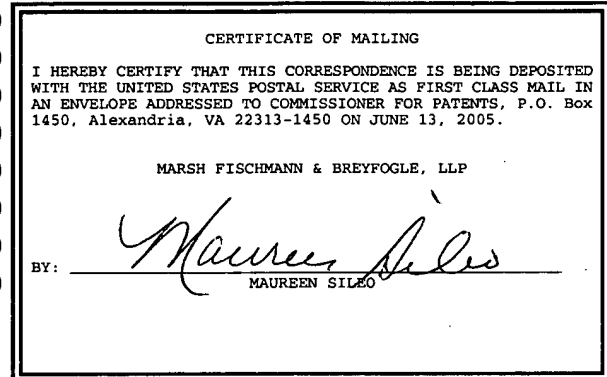
Confirmation No.: 3566

For: "METHOD AND SYSTEM FOR CALL
QUEUEING AND CUSTOMER
APPLICATION INTERACTION"

) Group Art Unit: 2642

) Examiner: Le, Karen L.

) **AFTER FINAL**



AMENDMENT AND RESPONSE TO FINAL OFFICE ACTION

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450
Mail Stop: AF

Dear Madam:

Applicants submit this Amendment and Response to address the Final Office Action having a mailing date of March 11, 2005. Based on the amendments and remarks presented below, reconsideration and further examination are requested.

Although the Applicants believe that no fees are due for filing this Amendment and Response, please charge any fees deemed necessary to Deposit Account No. 50-1419.

Please amend the above-identified patent application as follows: